

Letting Terms and Conditions

The following Terms and Conditions of booking, together with the general information contained on our website form the basis of your contract with Discover Costa Blanca Limited. Please read them carefully as they set out our respective rights and obligations.

In these booking conditions, 'you' and 'your' means all persons in your party. Discover Costa Blanca Limited means us.

We are Discover Costa Blanca Limited, an independently owned limited company registered in England & Wales (Company Registration No: 05499584).

These terms and conditions constitute our agreement with you for the rental of overseas holiday accommodation. Your booking via this website is conditional on you accepting our terms. If you do not agree with any part of them, you must not proceed with your booking. These booking conditions confirm the terms of contract that automatically come into force on payment of the deposit to Discover Costa Blanca Limited. You will be accepting these terms and conditions on behalf of all members of your party and must inform them of these.

If there is any part that you do not fully understand, or if you have a query on the product, please contact us. When submitting your offer to book accommodation via our website at the suggested price, we will be able to accept this offer within 5 days of you submitting it.

We will notify you by return email if we have accepted your offer. We will not have any contract with you for the supply of any property at the price offered until we have confirmed your booking and have received the necessary payment. Matters arising from this contract are governed by English law.

Contact Address

If you need to contact us about the accommodation you have booked, or if you have any query about anything you have seen on this website please contact DiscoverCostaBlanca.com via our email info@discovercostablanca.com. We will respond to all enquiries as promptly as possible (but always within 36 hours.)

Ability To Contract

The person who completes the booking form, and in turn agrees to these terms, is called the Lead Name and must be aged 18 or over. They must have the authority to do so on behalf of all the other persons in the group. When the Lead Name completes the booking form, they confirm that the people named on it accept the booking conditions. All persons who will be staying in the property must be named. There will be no contractual agreement between Discover Costa Blanca Ltd and any person not named on the booking confirmation. The Lead Name is responsible for the full cost of the holiday. We will send all documents and other information to the Lead Name who must inform the other members of the party.

Prices and Payment

Prices

The prices are accurate at the date of publication on this website. We reserve the right to change prices during the holiday season, depending on the availability of places. Prices on this website are per property per stay unless stated otherwise.

Payment and Confirmation

You must pay a minimum deposit of 30% of the booking value to secure the property you have chosen. If the booking is made within 8 weeks of departure the full balance is due at the time of booking. An email will be sent to you within one day (but usually immediately) confirming the payment made.

A separate booking confirmation email will be sent to you within one day confirming full details of your booking. You should check this confirmation carefully and notify us immediately if any errors.

Should you choose to pay by personal cheque the booking you have made will be held for 7 working days pending receipt of your cheque. If this is not received within this time the booking will automatically lapse.

Should you choose to pay by credit or debit card, debits will appear on your statement as PayPal

The remaining 70% of the contracted balance of your booking must be paid at least 8 weeks prior to departure. Should funds not be received in full by this deadline your booking will be cancelled and you will lose your deposit.

Insurance

Adequate Travel insurance is essential. Please read your insurance policy details carefully.

Your Accommodation

Use of Accommodation

Your accommodation is reserved exclusively for the people named on the confirmation invoice and no other persons are permitted to stay at the accommodation unless this has been agreed with us in writing and appropriate payments made (if applicable). Sub-letting, sharing or assignment is prohibited. Under no circumstances may the number of people exceed the maximum occupancy stated in the description.

Your Liability

You have to pay a breakage deposit of £200 on top of your property rental to Discover Costa Blanca Limited. The deposit will be refunded within 14 days of your departure after deduction of any charges for repairs, breakages or excessive cleaning costs. You must take care of the property and contents and respect the local rules. If you break or damage anything in the accommodation you must advise our local managing agents or us immediately. You and your party will be liable for the cost of any repairs and replacements. You must leave the house in good order, wash and put away all crockery, cutlery and kitchen utensils before your departure and dispose of all rubbish. Occupation of the property is strictly limited to the number of people indicated on the booking details. Our managing agents have the right to refuse entry to extra people or to charge a supplement.

Our Liability

We accept responsibility for ensuring the property you book with us is supplied as confirmed and the services offered reach a

reasonable standard. We cannot guarantee local facilities will be open at all times of year. Swimming pools are usable most of the year. We cannot accept responsibility for any break in services, such as electricity and water, or any failure attributable to your own fault or party member or the actions of third parties unconnected with the provision of services or force majeure reasons. In these Terms and Conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- (a) the fault of the person(s) affected or any member(s) of their party or
- (b) the fault of a third party not connected with the provision of your property by us which we could not have predicted or avoided or
- (c) an event or circumstance which could not have predicted or avoided even after taking all reasonable care

Arrival and Departure

The villas will be available for occupation at 4.00pm on the first day of your confirmed rental period. All properties must be vacated by 10.00 a.m. at the latest on the day of departure. Your cooperation in complying with this condition would be greatly appreciated in order that properties may be prepared for incoming guests.

Directions & Key Collection

Directions to your villa, and details of where to collect the keys, will be supplied by email approximately two weeks prior to departure.

Pets

Pets are not permitted to stay in any property unless previously agreed.

Assistance

You have chosen a private property holiday and we intend to respect your privacy. However should you require assistance our local representatives can be contacted. Details of how to contact them will be supplied along with the directions to your chosen property and will be available in the property notes.

Changes & Cancellation

If you change your booking

If, after our confirmation email has been issued, you wish to change your travel arrangements in any way, for example your chosen departure date or accommodation, we will do our utmost to make these changes but it may not always be possible. Any request for changes to be made must be in writing from the Lead Name.

If one of your party withdraws from the holiday, someone else can take their place providing they satisfy the conditions of the original booking, and you inform us in writing at least 14 days before departure. The Lead Name must sign the letter and we may charge an administration fee of £30.00 per change.

If you cancel your booking

To cancel the entire holiday, the Lead Name must email to us a cancellation instruction.

Cancellation takes effect on the date we receive your email. If you cancel after we confirm your booking, you must compensate us for losses, as we incur costs from the moment you make the booking. The closer your cancellation is to the occupancy date, the less likely we are to recover the costs by re-selling the accommodation at its original website price. Our cancellation charges therefore increase as the occupancy date approaches. If you have to cancel for a reason covered by your insurance policy, you should be able to recover your cancellation charges.

Should you have to cancel your holiday for what ever reason the following cancellation charges will be applicable.

Cancellations received 57 days or more before arrival date = 20% of the rental.

Cancellations received 56 days to 1 calendar month before arrival

date = 50% of the rental cost.

Cancellations received less than 1 calendar month to two days before arrival date = 80% of rental.

Cancellations received one day before arrival, arrival date or after the arrival date = 100%.

All cancellations must be confirmed via e-mail to Discover Costa Blanca Limited. Acceptance of the cancellation will be sent to you via return e-mail.

If you wish to change the dates of your booking the above cancellation charges will still be applicable, unless you change your booking with more than 57 days before your original arrival date.

Changes or Cancellation by Discover Costa Blanca Limited

It is unlikely that we will have to make changes to your holiday. In the unlikely event that we are forced to do so, we will advise you at the earliest possible date and will offer you the option of accepting a change or a full refund of all monies paid, but no further compensation. If any change is advised less than 4 weeks before departure we will also offer compensation of £30 per booking unless the change is due to war, riot, industrial dispute, natural disaster, fire or any other reason outside our control amounting to force majeure.

Termination and Compensation

We reserve the right, at our reasonable discretion, to terminate the holidays of people who indulge in serious misconduct. If we do so, we will have no further responsibility or liability to you. If you or any member of your party wilfully, recklessly or negligently damages any accommodation, property or person you agree to compensate us for any loss we may suffer, including legal costs.

Complaints

Letting Us Know

If you have a complaint you must inform our local managing agents or ourselves immediately so that action can be taken to rectify the problem. We will not accept liability for dissatisfaction or other complaints not correctly reported and acknowledged to our local representative during your stay. If we cannot resolve the problem in resort, you must write via email

within 28 days of your return from holiday to
marketing@discovercostablanca.com

If you do not tell us about your complaint promptly, our ability to investigate it could be seriously hampered.

Liability Disclaimer

We take reasonable steps to ensure the information provided by us on this Web site is accurate at the time you view it. However, we cannot and have not checked the accuracy of all information provided by outside sources, or of other parties linked to or from the Web site. All such information is provided in good faith and Discover Costa Blanca Limited excludes liability for any errors, omissions or misleading information (unless made recklessly or fraudulently) to the maximum extent permitted by law, together with all implied warranties in connection with such information. This Web site contains hyperlinks to other Web sites i.e. sites published by parties other than Discover Costa Blanca Limited. Such hyperlinks are provided for your reference only. Discover Costa Blanca Limited does not operate such sites and is therefore not responsible for their content. Furthermore, our inclusion of the hyperlinks does not imply any endorsement of material on such Web sites or any association with their operators.

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